



Expert Panel Evaluation of the VISIT prototype: A Web-based, EMR-integrated tool to facilitate patient values elicitation in primary care consultations



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Background

- ✓ Patient values are an important component of shared decision making but they are often not adequately discussed in consultations.¹
- ✓ The VISIT* website was developed by the research team and a hospital-based information technology department to facilitate value-based consultations by asking patients to enter information on their concerns and health-related values (e.g. family, career, religion).
- ✓ The app content was based on Lee et al's Patient Values Model (PVM) consisting of disease-specific beliefs, life goals and philosophies, and socio-cultural values.²
- ✓ This information would be displayed on the doctor's electronic medical records (EMR) screen during the consultation.

* VISIT: Values In Shared Interactions Tool

Aim

To report expert panel feedback on the VISIT website.

Methods

- The VISIT website prototype was developed (Figure 1-3)
- Relevant stakeholders were identified by the research team and invited to participate in an expert panel discussion
- A stakeholder expert panel discussion moderated by a trained researcher (CJN) was conducted to evaluate the website prototype.
- The session was audio-recorded and field notes were taken. The playback recordings and field notes were used to guide a revision of the website for pilot testing in actual consultations.

Fig. 1
Agenda list

Fig 2 Health priorities

Fig 3
Summary sheet

Result

Five participants were involved; two patients, one usability expert, one EMR expert/ primary care physician, and one external reviewer/family medicine specialist. The following themes emerged:

| Theme | Issue/ Feedback | Steps taken |
|---|--|---|
| The function of VISIT was not clear If you have hundreds of patients and then you will be answering all this, you'll spend all the time to do this, right? (Patient J) | Patients thought it was an e-consultation platform where concerns raised were answered online. VISIT would only raise their concerns to the doctor before the consultation. | A diagrammed flowchart of the VISIT tool use was included to clarify the function of VISIT. |
| Patients did not see the value of VISIT Why is VISIT important? [There is] Not enough explanation which [shows it] is important for my needs. (Patient W) | The usability expert commented that: "This involves the issues of motivation. You have to inform patient what are the benefits that they can get from using VISIT." (Dr. T) | Highlighting that VISIT could help address patient problems such as lack of time and unmet needs. |
| Patients felt uncomfortable disclosing their personal life priorities As a patient, I won't tell the doctor my priorities. Certain thing is just private, yeah (Patient J) | Patients felt their personal priorities (such as money) were irrelevant to their consultation with the doctor. Doctors were concerned that the concept of health priorities might be too abstract for some patients. | Website was revised to include exemplars of how patient life priorities could affect their health in order to help patients see the value of discussing these with their doctor (Figure 2). |

Conclusion

- The expert panel revealed that patients and researchers had different expectations of the VISIT website.
- Also, some patients were hesitant to disclose their values; the lack of an element of trust in the doctor-patient relationship may be an issue for the website.

References

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